

## **JOB DESCRIPTION**

**Job Title: Receptionist/Addressing Coordinator**

**Department: County Commission**

**Reports To: County Administrator/Assist Administrator**

This job description is based on an evaluation of the position at the time this description was written. This job description will change from time to time as tasks, organization and technology change. Accordingly, the employer reserves the unlimited right to revise all or any part of this job description and the essential functions of the job and to add or eliminate essential functions of any position. Designation of any job duty as an “essential function” is not intended as an assurance or guarantee that an employee has any right to perform the particular job duty, except as required by the employer.

**QUALIFICATIONS:** (Physical Requirements Attached)

- High School Diploma with experience in the clerical field required.
- Knowledge about computers programs with experience in working with adding, copy, and fax machines.
- Exceptional interpersonal skills to interact professionally under stress.
- Excellent typing skills 40+ wpm.

**TEMPERAMENT:**

Employee must be a self-starter, able to prioritize work demands and be able to maintain a professional demeanor. Employee must be able to pay attention to detail and have the ability to work quick and accurate.

---

Effective Date: 6/09

Revision Date:

Review Date: 6/10

---

<b>Responsibility Area and Performance Standards</b> (Evaluated with team member input)		Performance Rating*			
* <u>Performance Rating Key:</u> 1 = Does Not Meet Standards, 2 = Meets Standards, 3 = Generally Exceeds Standards, 4 = Outstanding		1	2	3	4
40%	<b>ATTITUDE</b> <ul style="list-style-type: none"> <li>Communicates positively and courteously with people throughout the Courthouse Complex.</li> <li>To provide superior service and safe service to citizens of the community.</li> <li>Strive to exceed the citizen's expectation.</li> <li>Always be respectful to everyone.</li> <li>Provide the highest level of respect that co-workers, citizens and customers.</li> <li>Must change, adapt, follow through and communicate professionally.</li> <li>Set high standards, act ethically and professionally, dedicate ourselves to excellence.</li> <li>Seizing the opportunity to improve, being a wise purchaser and consumer of supplies.</li> <li>Honest and ethical treatment in all dealings.</li> <li>Consistently wears appropriate attire.</li> <li>Keeps work areas clean and neatly organized.</li> <li>Is flexible and take the initiative to improve performance.</li> <li>Expresses appreciation, offers compliments and encouragement</li> <li>Is a good team member</li> <li>Gives criticism to co-workers in private.</li> <li>Expresses your observation and suggestions in a way that promotes a positive outcome and avoids conflict.</li> </ul>				

<b>Responsibility Area and Performance Standards</b> (Evaluated with team member input)		Performance Rating*			
* <u>Performance Rating Key:</u> 1 = Does Not Meet Standards, 2 = Meets Standards, 3 = Generally Exceeds Standards, 4 = Outstanding		1	2	3	4
30%	<ul style="list-style-type: none"> <li> <b>Office Duties:</b> <ol style="list-style-type: none"> <li>Answers phone courteously, screen and assist caller. Take concise messages for call back. May place telephone calls. Greet and assist visitors in commission office, in a courteous and professional manner.</li> <li>Handles fax transmissions appropriately</li> <li>Demonstrates competent operation of office equipment</li> <li>Types letters and memos consistently and in a timely manner</li> <li>Distributes copies and monitors office machines</li> <li>Keeps files in order with up-to-date information</li> <li>Place notices of closings and advertise as requested</li> <li>Delivers all paperwork to appropriate people in a timely manner.</li> <li>Scheduling of the commission meeting use for different organizations</li> <li>Responsible for maintaining and overseeing the ordering of office supplies in a timely manner.</li> <li>Keeps copier running smoothly for all users.</li> <li>Opens mail daily and delivers to appropriate officials</li> </ol> </li> </ul>				
20%	<ul style="list-style-type: none"> <li> <b>Addressing</b> <ol style="list-style-type: none"> <li>Cross reference building permits with 911 addressing to verify physical address and name</li> <li>Daily calls from citizens, realtors, and DMV.</li> <li>Daily 911 addressing and handles any discrepancy</li> <li>Visited new homes every other Friday to establish 911 address for home</li> <li>Update addressing disk and create letter informing new home owner of new address</li> <li>Inform US Postal Office of new address, changes with addresses and any road name changes</li> </ol> </li> </ul>				
5%	<ul style="list-style-type: none"> <li> <b>Building permits:</b> <ol style="list-style-type: none"> <li>Process building permits, collect fees, and deliver to Tax Office</li> <li>Sends monthly permit summaries by fax as requested</li> <li>Files Hotel Motel budget</li> <li>Files budget reports</li> </ol> </li> </ul>				
5%	<ul style="list-style-type: none"> <li> <b>Miscellaneous:</b> <ol style="list-style-type: none"> <li>Assist County Administrator with any necessary matters</li> <li>Dog leash citations letters to Prosecuting Attorney Office</li> <li>Coordinates the scheduling of rabies clinics annually</li> <li>Back up for all support staff within county commission office.</li> <li>Breakdown telephone bills</li> </ol> </li> </ul>				